



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1814-FFS

DATE: August 9, 2017

TO: Iowa Medicaid Home- and Community-Based (HCBS) Providers, Habilitation Providers, and Targeted Case Management

APPLIES TO: Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Critical Incident Reporting (CIR) through IMPA for FFS Members

EFFECTIVE: January 1, 2017

In order for the critical incident to trigger the necessary workflow and milestones in the Individualized Services Information System (ISIS) for case managers, the [Iowa Medicaid Critical Incident Report](#)¹ for FFS members must be submitted through the [Iowa Medicaid Portal Access \(IMPA\)](#)² system. Below are reminders when submitting the report.

General Reminders:

- All Critical Incident Reports are uploaded in IMPA by selecting "File > Upload File > Critical Incident Report".
- Critical Incident Reports are not accepted if they are submitted by fax, email, or by uploading to the incorrect location in IMPA.
- Do not submit Critical Incident Reports to the IME for members who are enrolled with a Managed Care Organization (MCO).
- Do not submit more than one incident report for the same incident. Additional information may be submitted after an incident has been entered into IMPA. To do this, locate the incident in IMPA and click on the pencil under the note column to add the updated information.

Frequently Asked Questions (FAQ):

- 1) How do I sign up for an IMPA account?
 - Go to [IMPA](#) and follow the instructions under "Register New Account."
- 2) I can log in to IMPA but do not have the option to upload the "Critical Incident Report."

¹ <https://dhs.iowa.gov/sites/default/files/470-4698.pdf>

² <https://secureapp.dhs.state.ia.us/imp/Default.aspx>

- Complete the [Critical Incident Reporting Access Request Form](#)³ found on the DHS web page, [Medicaid Tools for Providers](#)⁴.
- 3) I receive an error message when I try to upload the form in IMPA.
 - Check that you are using the correct form. You **must** use the form posted on the IMPA website. The version on the [DHS Forms](#)⁵ web page is not formatted for upload.
 - Double check the NPI and Provider/Facility Information. The agency address must be the main address listed in ISIS for that NPI.
 - Ensure that all fields outlined in red are filled out completely and correctly. Anything outlined in red is a required field.
 - Ensure that the member is a FFS member, not MCO enrolled.
- 4) Do I submit a report for a Money Follows the Person (MFP) member enrolled with an MCO?
 - MFP funding authorization goes through ISIS. For the purpose of reporting a critical incident, select the “Non-MCO” option and submit the Critical Incident Report form to the IME.
- 5) The member I am trying to submit a Critical Incident Report for is not on a waiver or they are in a Psychiatric Medical Institution for Children (PMIC), what do I do?
 - If the member is not receiving services under one of the seven waivers or Habilitation, you are not required to submit a Critical Incident Report to the IME. If the member is enrolled through an MCO, check with the MCO for specific submission requirements for non-waiver members.
- 6) Where can I access more information on critical incident reporting?
 - A link to the 2016 Critical Incident Reporting training slides and FAQ document can be found on the DHS [Training Sessions for Medicaid Providers](#)⁶ web page.

QUESTIONS

For any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservoces@dhs.state.ia.us.

³ <https://www.tfaforms.com/243237>

⁴ <http://dhs.iowa.gov/ime/providers/tools-trainings-and-services/provider-tools>

⁵ <http://dhs.iowa.gov/ime/providers/forms>

⁶ <http://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>

